

Current Return Process

Fi

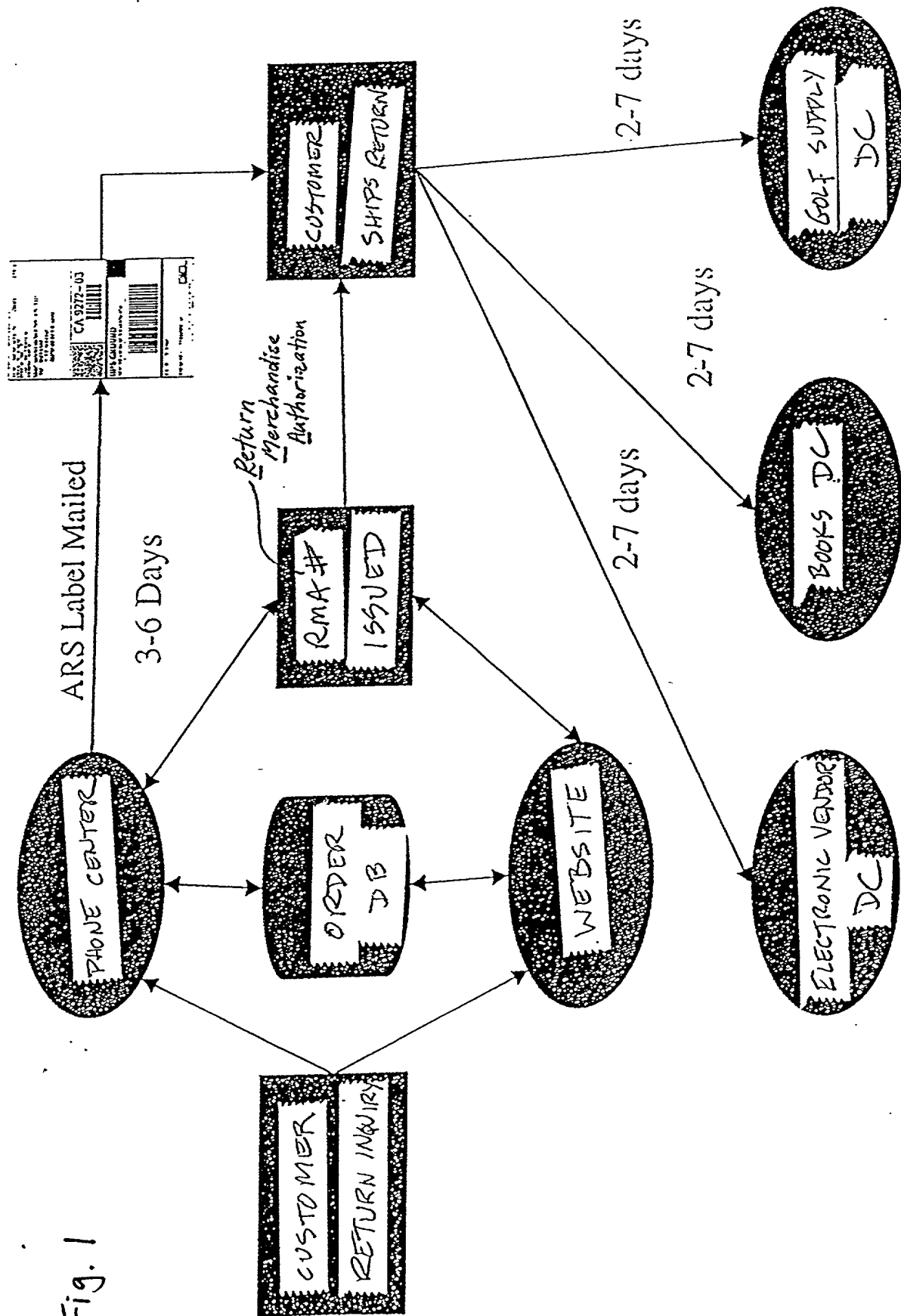


FIG. 2

10

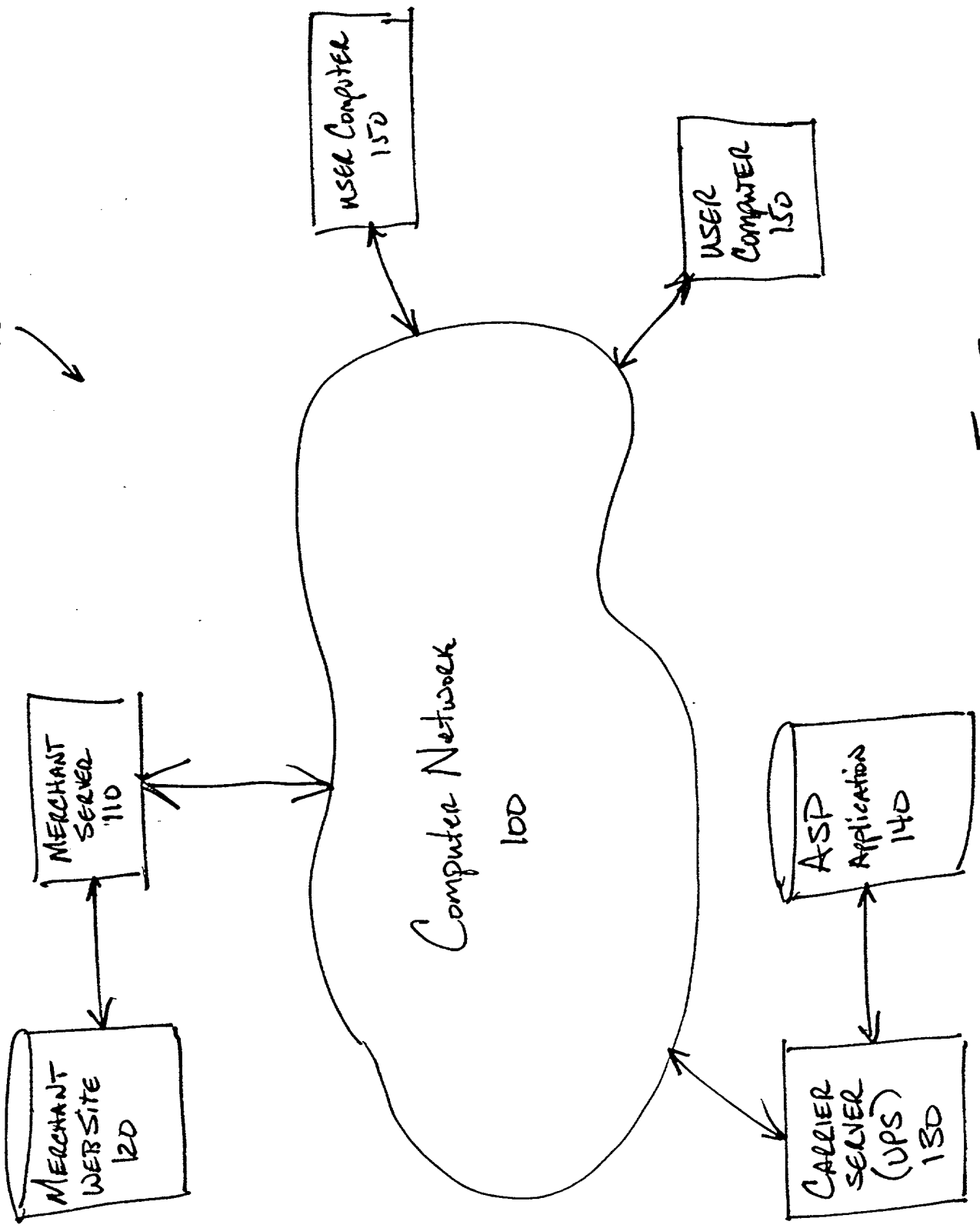
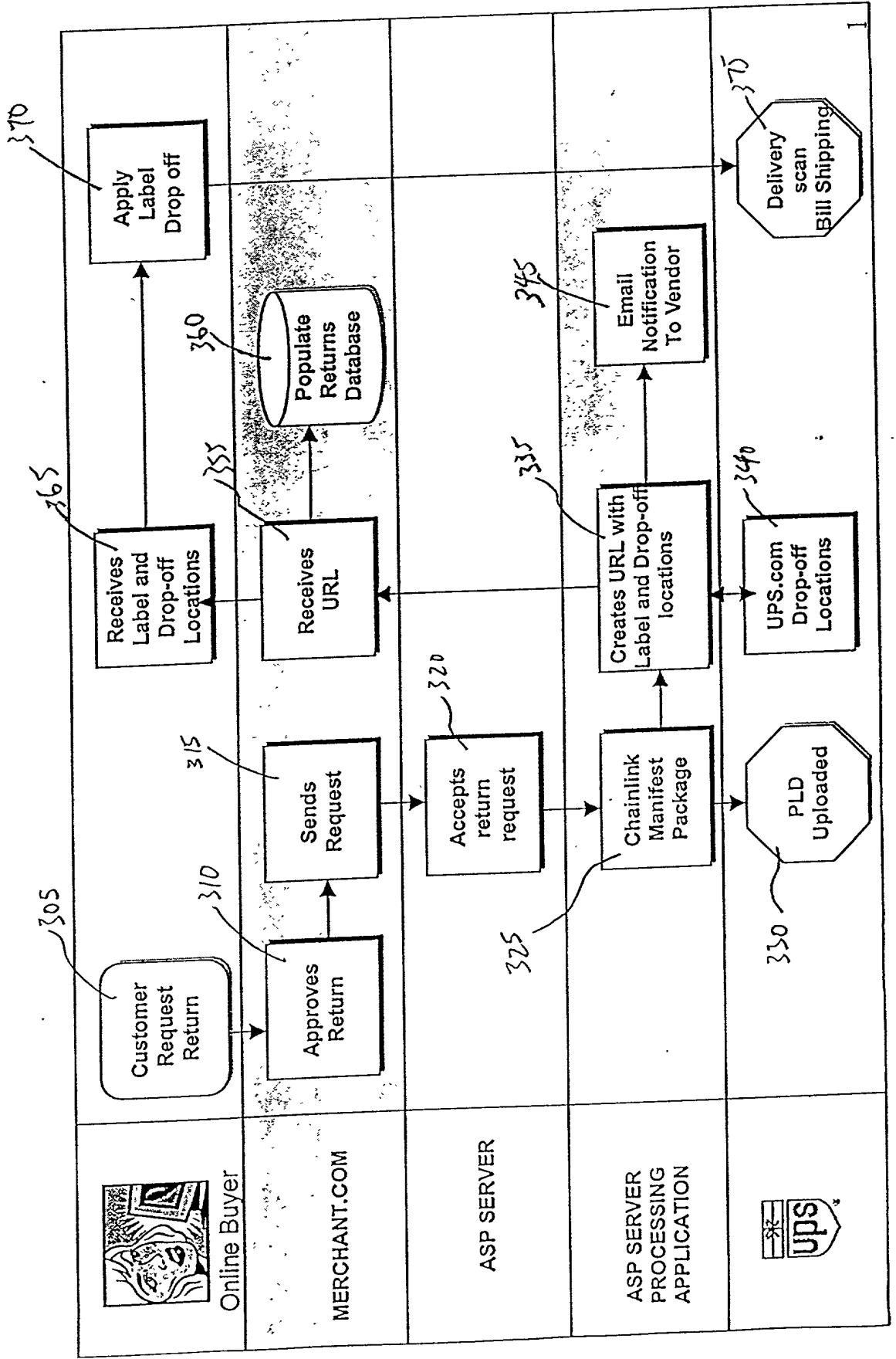


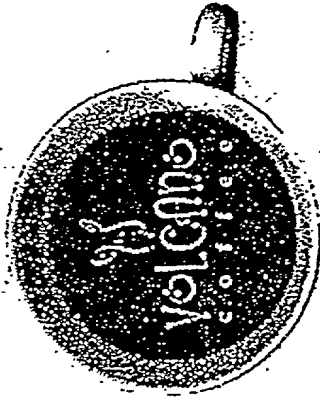
FIG. 2

Fig. 3



WELCOME

If you've already registered, click the cup to enter the store.



If you are new to Volcano Coffee, you may register now.

The Best Coffee on the Web

The names of companies, products, people, characters, and/or data mentioned herein are fictitious and are in no way intended to represent any real individual, company, product, or event, unless otherwise noted.

Fig. 4a



Welcome back!

To start, enter your e-mail and password then click the "continue" button.

E-Mail:

Password:

Continue

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Fig. 4b



Store Directory

Search

View

Basket

Checkout

Returns

Although Volcano Coffee has been in business for only six years, it grew from a vision that was 90 years in the making. Bianca Fiorito, the great granddaughter of Anthony Patricelli, an Italian immigrant to Africa, had grown up watching, listening and learning the ways of planting, picking and brewing coffee beans. It had been her great grandfather's skill of survival, her grandfather's trade by birth, and her father's vision to one day own a specialty coffee shop of his own.

Those years represent a wealth of knowledge that allowed Bianca to make that dream for her family come true six years ago when she opened up the first Volcano Coffee in Seattle, Washington. Since then, she, along with her father Angelo and grandfather Salvatore, has succeeded in opening 15 more stores in the Pacific Northwest. With three generations of collective expertise behind her, she hopes to carry out the traditions of excellence that were instilled in her so long ago.

You can check on the status of your existing orders or select one of these options...



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Fig. 4c

Store
Directory

Search

View
Basket

Checkout

Returns

Returns

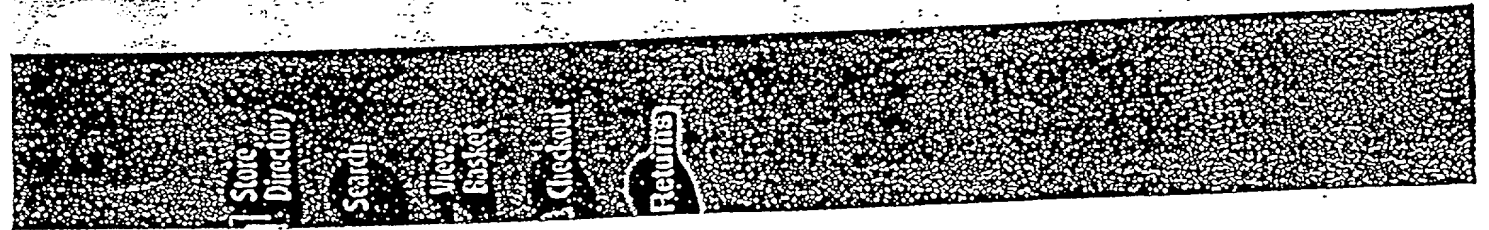
Please select the Order Number that
contains the item(s) to return from the
list on the right.

123456
789012
654321
987654
112233

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Fig. 4d



1 Store Directory

Search

View Basket

3 Checkout

Returns

Click on each Item you wish to return.

Description	Quantity	Item Number
Potbellied Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-6357

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Fig. He

TO THE COFFEE SHOP

Click on each Item you wish to return.		
Description	Quantity	Item Number
Polished Teapot	2	987654-28
Irish Creme	1	987654-7371
Grinder	3	987654-VC07
Volcano Sweatshirt	1	987654-VC42
Mezzana Blend	1	987654-5357

Items Being Returned				
Item	Quantity	Damaged	Incorrect	Yucky!
987654-28	<input type="text" value="2"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="button" value="Submit Request"/>				

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Fig. 4f

A.R.S.

UPS DRIVER INSTRUCTIONS: YOU ARE AUTHORIZED TO
ACCEPT THIS PACKAGE WITHOUT A PICKUP RECORD.

FROM: Name: John Jones RMA#W21523

Street: 1212 Anystreet

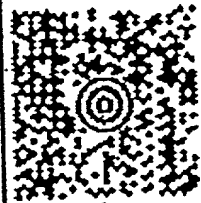
City: Anytown State: OK ZIP Code: 74043

SHIP

TO: SPIEGEL
4557 FISHER ROAD

OH 43291-2222

COLUMBUS



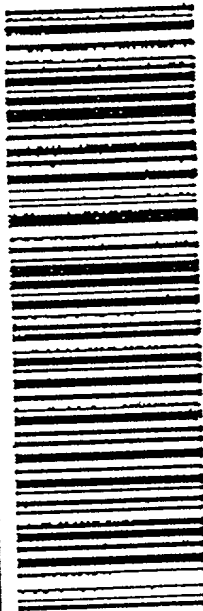
(420) SHIP TO POSTAL CODE



(420) 48291-2222

UPS GROUND

TRACKING #: 1Z 316 2W4 06 8717 2977



UPS Authorized Return Service™

0110618 10432

REF#:

Ground A/R.S. Tracking Number

ORDER #DATE

1Z 316 2W4 06 8717 2977



Fig. 5

Drop-Off Locator - Microsoft Internet Explorer

File Edit View Go Favorite Help

Back Forward Stop Refresh Home Search Engine Yahoo Channel Full Screen

controls to the right.

200X

Note: Locations and hours of operation may change periodically. Packages prepared using UPS Internet Shipping are accepted free of charge at UPS Drop-off boxes, UPS Customer Counters and the following Authorized Shipping Outlets: Mail Boxes Etc., Neighborhood Postal Centers®, Packaging Store®, PakMail®, Parcel Plus®, Postal Annex®, and PostNet®. For all other locations please call to confirm acceptance of UPS Internet Shipping packages and hours of operation.

Show Location Name Address Phone Number Distance
Directions: 335 340 345 350 355 360 365 370 375

1 Authorized Shipping Outlet 330
UPS CUSTOMER COUNTER 8:00 AM to 7:00 PM 1-800-PICK-UPS (1-800-742-5877) 714-448-7300 0.81 miles

2 Customer Counter 380
22 BROOKLINE DRIVE ALISO VIEJO CA, 92656 9:00 AM to 7:00 PM 714-831-2176 1.2 miles

3 Authorized Shipping Outlet 380
THE PHOTO LAB 27261 LA PAZ RD ALISO VIEJO CA, 92656 9:00 AM to 6:00 PM 714-580-0228 1.2 miles

4 Authorized Shipping Outlet 380
AIM MAIL CENTER 25602 ALICIA PKWY LAGUNA HILLS CA, 92653 8:30 AM to 5:00 PM 714-831-7933 1.3 miles

5 Authorized Shipping Outlet 380
MAIL BOXES ETC, USA 77062 STA PAZ

Microsoft® Internet Explorer®

http://www.buy.com/submit/Return.asp

Microsoft® Internet Explorer®

Fig. 7

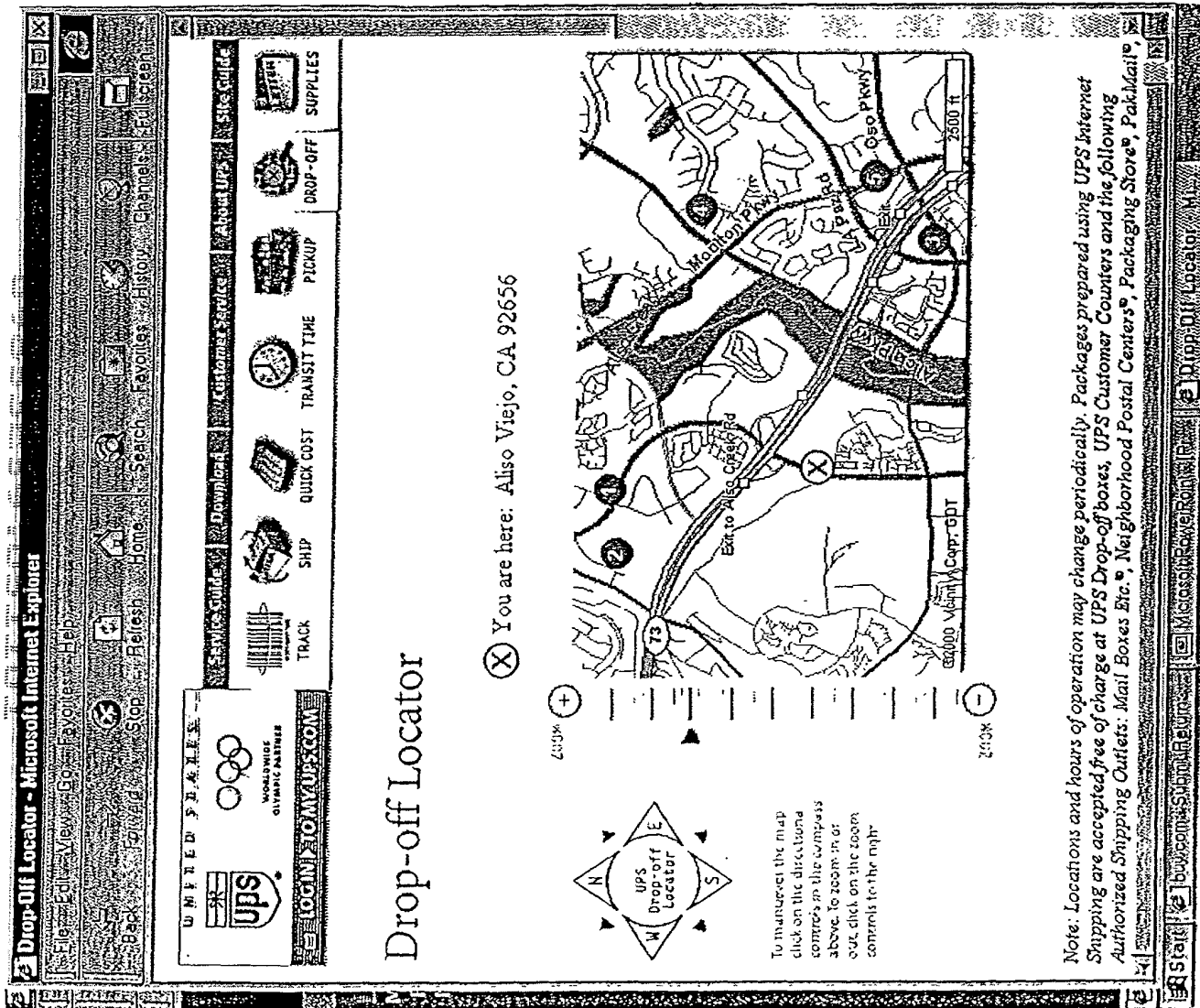


Fig 8